PRINTRONIX

Printronix Technical Bulletin	Number PrintNet-0010	Revision A
	Product Type PrintNet	Date 6/00
Subject Printer Hangs, "Waiting for Program Download" When FTP'ing The P5000 PrintNet Adapter	Originator George Petronis	Page 1 of 1

Subject

P5000 series printers: when FTP'ing the flash program through the PrintNet adapter, the printer is hung displaying "Waiting for Program Download". The printer never starts the download. This usually is seen only when installing a PrintNet Adapter in an older printer or when flashing the printer through the FTP process.

Information:

On P5000 series printers the 4MB flash SIMM (P/N 202417-001) may be loaded with early versions of boot code that does not always recognize the PrintNet 10/100 base T NIC adapter when FTP'ing the printer. The error symptom for this condition when installing the 10/100 base T PrintNet Adapter is the printer hanging with the display message "Waiting for Program Download" and the printer not downloading the file. Flash boot code prior to version 1.05P may experience the problem. This condition may occur in the field when:

1. Installing a new 10/100 Base T PrintNet adapter in an older printer and re-flashing the printer via FTP.
2. Updating the PrintNet version by re-flashing the printer via FTP.

The boot code revision level can be seen on the configuration printout.

The solution is to re-flash the SIMM Flash memory through the parallel or serial port, which reloads the boot code in the Flash memory. Make sure that the software revision that you use to do this is Version V3.06V or later. Below, the correct 2 step procedure.

Step 1. Temporarily disconnect the PrintNet adapter and flash the printer through the parallel port using software version V3.06V or later.

Step 2. Reconnect (and configure if necessary) the PrintNet adapter, and re-flash the printer via FTP, using the instructions for downloading software in the PrintNet User Manual.

The FTP download procedure requires that the PrintNet adapter be configured with the correct IP address, Subnet Mask, and (if required), Gateway. In addition the network administrator can ping and telnet to the adapter.

If the condition persists after attempting the solution, replace these parts in the following order:

4MB flash SIMM	202417-001
PrintNet Kit	170613-001

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